

(Currently Amended) 1. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, the network system further comprising:

an after-sales-service and customer care (ASCC) center having an ASCC server for allowing said customer to select and receive ~~issuing~~ an electronic ASCC voucher defining an ACC program and representing a value corresponding to a selection and purchase of said ASCC program made by said customer related to sales of said goods-or-services ~~for said customer~~ wherein said electronic ASCC vouchers are provided for transmitting over said network ~~to said customer.~~

(Currently Amended) 2. The network system of claim 1 further comprising:

an after-sales-service and customer care (ASCC) provider connected through an ASCC provider computer to said network for receiving said electronic service voucher transmitted over said network for carrying out said ASCC program for said customer as defined in said electronic voucher and submitting said voucher for receiving a payment according to said value represented by said electronic voucher.

(Currently Amended) 3. The network system of claim 2 wherein:

said after-sales-service and customer care (ASCC) center with said ASCC server is further provided to issue an incentive voucher for allowing enabling ~~enabling~~ said customer to receive and to reward said ASCC provider according to a value defined by said incentive voucher according to a customer satisfaction assessment by said customer.

(Currently Amended) 4. The network system of claim 2 wherein:

~~said after-sales-service-and-customer-care-(ASCC)-center server~~  
further includes a virtual-direct network communicating processor  
~~means~~ for enabling a virtual-direct network communication  
between said online customer and said ASCC provider to arrange  
for said ASCC program and for transmitting said ASCC voucher  
over said network.

(Currently Amended) 5. The network system of claim 4 wherein:

said virtual-direct network-communication processor ~~means~~  
further comprises a stream-socket means for providing stream-  
sockets for connecting network messages transmitted between said  
online customer and said ASCC server center and between said  
ASCC provider computer and said ASCC server center to establish  
a stream-socket connected direct communication between said  
online customer and ASCC provider.

(Currently Amended) 6. The network system of claim 2 wherein:

~~said an after-sales-service-and-customer-care-(ASCC)-center server~~  
further includes an ASCC database for keeping a record related to  
and defined by said ASCC program.

(Currently Amended) 7. The network system of claim 2 wherein:

said ASCC database further includes a database manager for  
organizing said record kept in said ASCC database according to  
said online GSP, said online customer and said ASCC provider.

(Currently Amended) 8. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, wherein:

said online GSP further includes a GSP server having an electronic ASCC voucher issuing processor means for issuing enabling said customer to select and obtain an ASCC voucher to said customer for defining a value for payment of an ASCC program related to sales of said goods-or-services wherein said electronic ASCC vouchers are provided for transmitting over said network.

(Currently Amended) 9. The network system of claim 8 further comprising:

an after-sales-service and customer care (ASCC) provider connected through an ASCC provider computer to said network for receiving said electronic service voucher transmitted over said network for carrying out said ASCC program for said customer as defined in said electronic voucher and submitting said voucher for receiving a payment according to said value represented by said electronic voucher.

(Currently Amended) 10. The network system of claim 9 wherein:

said electronic voucher issuing ~~means~~ processor further ~~provided to issue~~ enabling said customer to select and obtain an incentive voucher for enabling said customer to reward said ASCC provider with a value defined by said incentive voucher according to a customer satisfaction assessment by said customer.

(Currently Amended) 11. The network system of claim 9 wherein:

said online GSP server further includes a virtual-direct network communicating ~~means~~ processor for enabling a virtual-direct network communication between said online customer and said ASCC provider computer to arrange for said ASCC program and for transmitting said ASCC voucher over said network to enable a payment according to said value defined by said voucher for said ASCC program.

(Currently Amended) 12. The network system of claim 11 wherein:

said ASCC voucher further includes an automatic reminder for issuing a reminding message to said customer about information related to said ASCC program.

~~said virtual-direct network communication means processor further comprises a stream socket means for providing stream sockets for connecting network messages transmitted between said customer and said ASCC center and between said ASCC provider and said ASCC center to establish a stream socket connected direct communication between said online customer and ASCC provider.~~

(Currently Amended) 13. The network system of claim 9 wherein:

said electronic ASCC voucher issuing processor ~~means~~ further includes an ASCC database for keeping a record related to ~~and defined by~~ said ASCC program defined by said ASCC voucher.

(Currently Amended) 14. The network system of claim 9 wherein:

said electronic ASCC voucher issuing processor ~~ASCC database~~ further includes a database manager for organizing said record kept in said ASCC database according to said customer and said ASCC provider.

(Currently Amended) 15. A network system connected with an electronic commerce (e-commerce) server of an online goods and services provider (GSP) selling goods-or-services for conducting an electronic commerce (e-commerce) transaction on said network wherein said network system further comprising

an electronic after-sales-service and customer care (ASCC) voucher transmitted over said network to a customer having an ASCC voucher identifier unique to said e-commerce transaction for defining a value to pay for an after-sales service and customer care (ASCC) program and also for tracking said an after-sales service and customer care (ASCC) program.

(Currently Amended) 16. The network system of claim 15 further comprising:

an online customer ~~receiving~~ to select and receive said electronic ASCC voucher from said network and ready for activating said ASCC program.

(Currently Amended) 17. The network system of claim 15 further comprising

an after-sales-service and customer care (ASCC) provider with a ASCC provider computer to receive said electronic ASCC voucher transmitted over said network as a payment for performing said ASCC program defined and tracked by said electronic ASCC voucher.

(Currently Amended) 18. The network system of claim 15 further comprising

an after-sales-service and customer care (ASCC) center with an ASCC server for issuing enabling a customer to select and receive said electronic ASCC voucher and for coordinating and tracking said ASCC program.

(Currently Amended) 19. The network system of claim 18 wherein:

said ASCC server center further includes an ASCC database for recording data related to said ASCC program.

(Currently Amended) 20. The network system of claim 18 further comprising:

an online customer carrying out said e-commerce transaction with said online GSP through said e-commerce server and selecting and receiving said electronic ASCC voucher from said ASCC server center for activating said ASCC program;

an after-sales-service and customer care (ASCC) provider having a ASCC provider computer;

said ASCC server center further includes a virtual-direct network communication processor means for enabling a virtual-direct network communication between said online customer and said ASCC provider for transmitting said ASCC voucher over said network to said ASCC provider to arrange for carrying out and to pay for said ASCC program defined and track by said ASCC voucher.

(Currently Amended) 21. The network system of claim 15 ~~wherein~~ further comprising:

an after-sales-service and customer care (ASCC) center having a ASCC server for issuing said electronic ASCC voucher and for coordinating, tracking and carrying an insurance policy for covering liabilities related to said ASCC program.

(Currently Amended) 22. A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, the network system further comprising

an after-sales-service and customer care (ASCC) center having an ASCC server for issuing allowing said customer to select and receive an electronic ASCC voucher ~~to said online customer~~ defining an ASCC program and a value for payment of the ASCC program related to sales of said goods-or-services wherein said electronic ASCC ~~vouchers are~~ voucher is provided for transmitting over said network;

a plurality of after-sales-service and customer care (ASCC) providers each having an ASCC computer connected to said network;

said ASCC ~~center~~ server having an ASCC database for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

said ASCC ~~center~~ server further includes a virtual-direct network communicating ~~means~~ processor for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher as payment to said selected ASCC provider over said network; and

said after-sales-service and customer care (ASCC) center is further provided to ~~issue~~ enable said customer to select and receive an incentive voucher for enabling said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said customer.

(Previously Presented) 23. The network system of claim 1 wherein:

said network system is a wireless system.

(Previously Presented) 24. The network system of claim 8 wherein:

said network system is a wireless system.

(Previously Presented) 25. The network system of claim 15 wherein:

said network system is a wireless system.

(Previously Presented) 26. The network system of claim 22 wherein:

said network system is a wireless system.

(Currently Amended) 27. A method of selling goods-or-service by an online goods and services provider (GSP) to a customer through a network system comprising:

connecting an after-sales service and customer care center to said network for ~~issuing~~ allowing said customer to select and receive an electronic ASCC voucher ~~to said customer~~ for defining an ASCC program and a value for payment of said ASCC program related to sales of said goods-or-services and for transmitting said electronic ASCC vouchers over said network.

(Currently Amended) 28. The method of claim 27 further comprising:

connecting an after-sales-service and customer care (ASCC) provider to said network for receiving said electronic service voucher transmitted over said network for carrying out and to pay for said ASCC program ~~for~~ from said customer.



(Currently Amended) 29. The method of claim 28 wherein:

~~issuing~~ enabling said customer to select and receiving an incentive voucher ~~for enabling said customer~~ to reward said ASCC provider according to a customer satisfaction assessment by said customer.

(Currently Amended) 30. The method of claim 28 wherein:

providing to said after-sales-service and customer care (ASCC) center a virtual-direct network communicating processor means for enabling a virtual-direct network communication between said online customer and said ASCC provider to arrange and to pay for said ASCC program and for transmitting said ASCC voucher over said network.

(Currently Amended) 31. The method of claim 30 wherein:

providing to said virtual-direct network-communication ~~means~~ processor a stream-socket means for providing stream-sockets for connecting network messages transmitted between said online customer and said ASCC center and between said ASCC provider and said ASCC center to establish a stream-socket connected direct communication between said online customer and ASCC provider.

(Currently Amended) 32. The method of claim 28 further comprising ~~wherein~~:

keeping a record related to said ASCC program in an ASCC database.

(Currently Amended) 33. The method of claim 32 further comprising ~~wherein~~:

employing a database manager for organizing said record kept in said ASCC database according to said online GSP, said ~~online~~ customer and said ASCC provider.

(Currently Amended) 34. A method of selling goods-or-service by an online goods and services provider (GSP) to ~~an online~~ a customer through a network system comprising

enabling said customer to select and receive said online GSP  
~~issuing~~ an electronic ASCC voucher for defining an ASCC program  
and a corresponding value for payment of said ASCC program  
related to sales of said goods-or-services and for transmitting said electronic ASCC vouchers over said network.

(Currently Amended) 35. The method of claim 34 further comprising:

connecting an after-sales-service and customer care (ASCC)  
provider to said network for receiving said electronic service  
voucher transmitted over said network for carrying out and to pay  
for said ASCC program ~~for~~ from said customer.

(Currently Amended) 36. The method of claim 35 wherein:

said step of ~~issuing~~ enabling said customer to select and receive  
said electronic ASCC voucher further comprises a step of ~~issuing~~  
enabling said customer to select and receive an incentive voucher  
for enabling said customer to reward said ASCC provider  
according to a customer satisfaction assessment by said customer.

(Currently Amended) 37. The method of claim 35 further comprising a step of:

providing to said online GSP a virtual-direct network  
communicating ~~means~~ processor for enabling a virtual-direct  
network communication between said online customer and said  
ASCC provider to arrange for said ASCC program and for  
transmitting said ASCC voucher over said network.

(Currently Amended) 38. The method of claim 37 wherein:

said step of providing to said online GSP a virtual-direct network communicating ~~means~~ processor further comprises a step of providing a stream-socket means for providing stream-sockets for connecting network messages transmitted between said online customer and said ASCC center and between said ASCC provider and said ASCC center to establish a stream-socket connected direct communication between said online customer and ASCC provider.

(Previously Presented) 39. The method of claim 35 further comprising a step of:

keeping a record related to said ASCC program in an ASCC database.

(Previously Presented) 40. The method of claim 39 further comprising a step:

providing a database manager for organizing said record kept in said ASCC database according to said online customer and said ASCC provider.

(Currently Amended) 41. A method of conducting an electronic commerce (e-commerce) transaction for selling goods-or-services on a network system by an online goods and services provider (GSP) comprising:

~~transmitting to~~ enabling a customer to select and receive an electronic after-sales-service and customer care (ASCC) voucher over said network having an ASCC voucher identifier unique to said e-commerce transaction for defining a value for payment and for tracking an after-sales service and customer care (ASCC) program.

(Currently Amended) 42. The method of claim 41 further comprising

receiving said electronic ASCC voucher ~~by an online~~ into a computer of said customer from said network to get ready for activating said ASCC program.

(Currently Amended) 43. The method of claim 41 further comprising

connecting an after-sales-service and customer care (ASCC) provider to said network for receiving said electronic ASCC voucher transmitted over said network from said customer to pay for performing said ASCC program defined and tracked by said electronic ASCC voucher.

(Currently Amended) 44. The method of claim 41 further comprising

connecting an after-sales-service and customer care (ASCC) center to said network for ~~issuing~~ said customer to select and receive said electronic ASCC voucher and for coordinating and tracking said ASCC program.

(Currently Amendment) 45. The method of claim 44 further comprising:

~~providing to said ASCC center~~ an ASCC database for recording data related to said ASCC program.

(Currently Amended) 46. The method of claim 44 further comprising:

storing said electronic voucher into a computer of said customer and issuing a reminder message from said electronic voucher to remind said customer about information related to said ASCC program.

~~transmitting said electronic ASCC voucher from said ASCC center to an online customer after said online customer completing said e-commerce transaction with said online GSP for said online customer to activate said ASCC program;~~

~~connecting an after-sales service and customer care (ASCC) provider to said network; and~~

~~providing to said ASCC center a virtual-direct network communication means for enabling a virtual-direct network communication between said online customer and said ASCC provider for transmitting said ASCC voucher over said network to said ASCC provider to arrange for carrying out said ASCC program defined and track by said ASCC voucher.~~

(Currently Amended) 47. The method of claim 44 further comprising:

carrying an insurance policy ~~by said ASCC center for~~ to cover liabilities related to said ASCC program.

(Currently Amended) 48. A method of selling goods-or-service by an online goods and services provider (GSP) to an online customer through a network system comprising:

connecting an after-sales-service and customer care (ASCC) center to said network for ~~issuing to~~ allowing said online customer to select and receive an electronic ASCC voucher defining an ASCC program and a value for payment of said ASCC program related to sales of said goods-or-services;

connecting a plurality of after-sales-service and customer care (ASCC) providers to said network;

providing an ASCC database in said ASCC center for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

providing to said ASCC center a virtual-direct network communicating means for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher to said selected ASCC provider over said network; and

said ASCC center further issuing an incentive voucher to said online customer for enabling said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said customer.

(Currently Amended) 49. A method for carrying out an online electronic commerce comprising a step of:

~~transmitting to said~~ allowing an online customer to select and receive an electronic voucher defining a value of reward over a network system for ~~defining and rewarding~~ enabling said customer to reward an after-sales service and customer care (ASCC) activity related to said electronic commerce.

(Currently Amended) 50. The method of claim 49 further comprising:

~~transmitting to said online customer~~ transmitting said an electronic ASCC incentive voucher with a value selected by said online customer for rewarding an ASCC provider performing said ASCC activity according a customer assessment of an ASCC satisfaction level.